Frequently Asked Questions

Table Legend			
Code	**Subject**	**Code**	**Subject**
Auth	Authentication	Sec	Security
Cost	Basic costs	Stnd	Standards
Dec	Decision Points	Stor	Storage
Enhm	Enhancements	Supp	Support
Ex07	Exchange 2007	Trng	Training
MobD	Mobile Devices	Tran	Transition
Prep	Customer Preparations		

Code	Questions and Answers
Auth	Q: What if I need authentication access? DTS Response: • If you don't have your own Active Directory, authentication is available through DTS Statewide Active Directory • Use of the Statewide Active Directory will require dual sign-on to get email. (Not applicable to Outlook Web Access.) • Will need approval from the ISO to open ports.
Auth	Q: Will there be access to other email addresses? DTS Response: The address of every email box in CA.mail will be in the Global Address List (GAL).
Auth	Q: What is the naming convention? DTS Response: • firstname.lastname@xxx.ca.gov • Can have additional SMTP aliases
Auth	Q: Are there other options for access to CA.mail? DTS Response: Yes, via Server Based Computing (SBCS) or over the internet from any web browser via Outlook Web Access (OWA). A web link for this access will be provided when you use the CA.mail service.
Cost	Q: Will I need to buy Client Access Licenses on top of the Transition costs? DTS Response: Exchange CALs are part of the $6.00 per mailbox per month. Customers are responsible for Outlook licenses and BlackBerry device CALs.

Code	Questions and Answers
Cost	Q: What are the basic Costs? DTS Response: $6.00 per mailbox per month $18.35 per GB used a month per department $7.50 per mobile device (doesn't include maintenance of the device, itself)
Cost	Q: What does it cost to transition? DTS Response: There are a number of factors involved. It depends on the transition option you choose, and how much your staff participates in the transition. The DTS will discuss transition alternatives and costs with customers.
Dec	Q: What are the options for transitioning to CA.mail DTS Response: - Clean cut over - least expensive and quickest to accomplish, no data is transitioned. Customers can keep prior email system available to staff for a period of time, if desired. However, after transition, no new email can be received in old email system. - Full migration - most expensive and most complex, will require contractor assistance, all data is migrated. - Blend - a portion of the mailboxes are migrated without data and a portion of the mailboxes are migrated with data. - Timeframe Migration – All data from a specified timeframe forward is migrated. (e.g. last 30 days of email data).
Dec	Q: What factors should I consider when deciding to transition to CA.mail? DTS Response - Cost formula - Software renewals - Hardware refresh - End-of-life system - Client-side support - Possible increase in availability, redundancy, and support levels :
Dec	Q: What options are available to assist in the decision to transition to CA.mail? DTS Response: - Test accounts - Pilot
Enhm	Q: What is DTS doing to add eDiscovery capabilities to CA.mail? DTS Response: DTS has started an eDiscovery project focused on Email.

Code	Questions and Answers
	• A third party consultant has been contracted to interview Email managers, prepare an eDiscovery Workgroup, and conduct workshops to gather customer requirements. • The same consultant will support DTS and the eDiscovery Workgroup in developing an RFP and bid evaluations. • Anticipate completion of procurement in early spring. • Customers need to address their own retention policy.
Enhm	Q: Will DTS provide encryption capabilities for CA.mail? DTS Response: • DTS will follow the same workshop/workgroup format as the E-Hub for gathering requirements. • The DTS will develop a procurement document. • The Encryption Workgroup will be involved in evaluating bids. • Anticipate completion of procurement in early spring.
Enhm	Q: Is the DTS preparing for email hygiene? DTS Response: • CA.mail currently has a software based email hygiene solution • The DTS has formed a workgroup to develop a centralized, statewide email hygiene hub • First Workshop was 7/22-24 to develop requirements. • Second Workshop was 9/16 to finalize requirements • Anticipate completion of the procurement by December
Enhm	Q: What enterprise archiving options will DTS provide for CA.mail? DTS Response: • DTS has started an Archive project focused on Email. • A third party consultant has been contracted to interview Email managers, prepare an Archive Workgroup, and conduct workshops to gather requirements. • The same consultant will support DTS and the Archive Workgroup in developing an RFP and bid evaluations. • Anticipate completion of procurement in early spring. • Customers need to address their own retention policy.
Ex07	Q: What is your architecture? DTS Response: A diagram is available.
Ex07	Q: Will journaling be a capability with Exchange 2007? DTS Response: Yes
MobD	Q: What mobile devices are supported on CA.mail?

Code	Questions and Answers
	DTS Response: The DTS currently supports Blackberry devices with redundant Blackberry Enterprise Servers. In the future, the DTS will be supporting Windows Mobile devices.
MobD	Q: Can we keep our current BlackBerry Enterprise server? DTS Response: No, Your email will need to be redirected to the DTS BlackBerry Enterprise Server environment. Your current BlackBerry client access licenses can be transferred to DTS.
MobD	Q. Will I be forced to enter a password on my BlackBerry to read my email? DTS Response: If your agency requests this, DTS can implement a security policy for all your agency's BlackBerry devices that will require a password of X length after X amount of time has passed.
MobD	Q: Can we get our email on our non-Blackberry mobile devices? DTS Response: Yes, as long as your mobile device is Windows Mobile 6.x complaint.
MobD	Q: What does Blackberry support consist of: DTS Response: - Redundant BlackBerry Enterprise Servers and Neverfail heartbeat software - SQL Database redundancy
MobD	Q: Will we be able to add and delete Blackberry users as needed? If not what will the process be? DTS Response: Not at this time. We are exploring 3rd party tools that will allow user groups to administer their own devices. But until that is implemented, you will need to submit an online form for the DTS Messaging Unit to add, remove, change BES devices. Turnaround is usually within a few hours, but we can make arrangements for special requests when you need activations right away.
MobD	Q: What if we need to send outbound email from devices (such as printers or servers) or applications? DTS Response: Use the DTS SMTP Relay Service. The charge is $10.39 per IP address per month.
Prep	Q: What are the main things I need to be concerned about to be ready? DTS Response: The client machines have either Outlook 2003 or 2007

Code	Questions and Answers
	• Method of authentication • Your network connectivity and bandwidth.
Prep	Q: Do we need to have a Customer Inter-Agency Agreement in place? DTS Response: Yes
Prep	Q: What type of connectivity will be needed between the customer and DTS? DTS Response: The DTS will work with customers to help determine the appropriate network bandwidth required to subscribe to CA.mail.
Prep	Q: What will be the impact to my Help Desk with a full migration? DTS Response: • Industry analysis indicates that approximately 10% of users experience issues during a migration. • The number of Help Desk calls diminish during course of transition
Prep	Q: What will be the impact to my Help Desk with a clean cut over? DTS Response: If the transition is communicated well to your users, your Help Desk should receive minimal calls and be provided with answers to handle questions that do arise.
Prep	Q: How do I get started? DTS Response: • Contact your customer representative or account manager • They will contact the Service Manager
Sec	Q: Who in your organization will have the ability to open and read a user's email? DTS Response: All DTS Exchange administrators will have the ability to do this. However, in our Exchange 2007 environment, DTS Security Management Division tracks when someone who doesn't own a mailbox opens the mailbox. Alerts get generated and reports can be produced. DTS Exchange administrators will always ask a user's permission before opening his mailbox to test for problem resolution.
Sec	Q: What tool do you use for monitoring the mailboxes? DTS Response: InTrust for Exchange

Code	Questions and Answers
Sec	Q: Do you recommend we require our users to have a standard message security disclaimer? DTS Response: Yes
Sec	Q: What tool(s) does DTS use for email hygiene (SPAM and Virus Protection)? DTS Response: TrendMicro IMSS and TrendMicro ScanMail
Sec	Q: Do you recommend a standard signature block? DTS Response: That is a Customer decision.
Sec	Q: Does the SPAM/Virus Protection have the ability to request whitelisting of certain addresses? DTS Response: SPAM/Virus protection using TrendMicro has the white listing feature available, but judgment must be exercised in its use.
Sec	Q: What SPAM filtering options are available? DTS Response: Customers can choose to have email from known spammers identified as spam and delivered to their mailbox. It will be tagged with "SPAM:" in the subject. Or they can choose to have email from known spammers deleted before it hits their mailbox. Deletion is recommended.
Sec	Q: Are all emails checked for SPAM and viruses? DTS Response: Yes. At the internet gateway before it gets to the Exchange servers. Also, all mailboxes are scanned for bad mail that could be pulled down in other ways.
Stnd	Q: Will DTS impose size limits on our mailboxes? DTS Response: No. That will be up to your agency to decide. Agencies can establish and enforce mailbox size limits. In addition, DTS can assist agencies in setting up regular email cleanup . **Please note:** Mailboxes over 10MB in size for Exchange 2007 are not recommended. Larger mailboxes become unstable if a mailbox recovery is ever necessary. Regular mailbox maintenance and clean up is recommended.
Stnd	Q: How far back in time can I go to recover my mailbox? DTS Response: Email backup tapes are currently retained for 28 days. Mailboxes will not be able to be recovered farther back in time than that.
Stnd	Q: Is there a cost to increase mailbox size?

Code	Questions and Answers
	DTS Response: Storage rates will be applied to your mailbox.
Stnd	Q: Will I be able to send/receive large files? DTS Response: Depends on what you mean by large and where the email is going. There is currently no size limit on emails (including attachments) sent within the CA.mail environment. However, if you send/receive email to/from the internet, the total email size must be less than 30MB **Please note:** In order to prevent local network bandwidth issues, you are encouraged to explore other alternatives for sharing large files. Some options for sharing are the use of a secure FTP site, a SharePoint site, or file sharing on one of your network drives.
Stnd	Q: Will our current email address format change in anyway? We do not use a separator between first and last name. DTS Response: Yes. The CA.mail standard is firstname.lastname@agency.ca.govHowever, you can add an alias to the mailbox to continue to receive mail in the previous format.
Stor	Q: What are the storage options? DTS Response: CA.mail has one storage option at $18.35 per GB in use per month.
Stor	Q: Is the service POP3 or will all email be stored and maintained on the exchange server? DTS Response: No POP3. Data resides in the CA.mail mailbox. Email exported to a local .pst file is not stored within CA.mail.
Supp	Q: Is there a help desk dedicated to email problems? DTS Response: DTS has a single Service Desk which is staffed 24x7x365. A Remedy ticketing system is used and tickets are assessed and directed to appropriate areas, e.g., Network, Messaging, etc.
Supp	Q: What is the DTS support model? DTS Response: • Shared Support between the customer and DTS • 24x7x 365 Support Desk • Remedy for incident management • All tickets to be picked up within one hour during normal business hours • Automated ticket escalation • Dedicated Microsoft resources

Code	Questions and Answers
Supp	Q: Is it possible to restore email database or specific emails if a user deletes by accident? DTS Response: Yes. A user's entire mailbox must be restored in order to get a specific email. We retain our backup tapes for 28 days, so would not be able to go back further than that. However, if a user deletes an email, it will stay in his deleted items until he empties his deleted items. Retrieving it from deleted items is the first thing the user should try.
Supp	Q: Will our agency be able to add and delete user accounts as needed? If not what will the process be? Help Desk, one point support? DTS Response: Yes. CA.mail uses a tool, the Exchange Customer Administration Tool (ECAT), which is web based. Classroom training is provided for designated mailbox administrators. We do recommend that ECAT administrators have some previous email administration background.
Supp	Q: Will we be able to control the mailboxes for our agency? DTS Response: Yes, by use of the Exchange Customer Administration Tool (ECAT). DTS will provide your email administrators with training on this tool.
Supp	Q: Are SLAs in place? DTS Response: There will be a Standard Service Level Agreement (SLA).
Supp	Q: Who would we contact for email support once we are a CA.mail customer? DTS Response: First, you would contact your onsite support staff/help desk to verify that there is not a problem with your PC/Outlook client/BlackBerry device or if you have a general usage question. Then, if further assistance is needed, your onsite support staff or help desk will contact the DTS Service Desk, which provides 24x7x365 service.
Supp	Q: How big is your messaging staff? DTS Response: We have 11 messaging staff supported by a Windows Server team and a Network team.
Supp	Q: How will I know if you make changes to the environment? DTS Response: Notification of changes will be sent to all users in advance of any planned changes.
Supp	Q: What steps have been taken to ensure high availability? DTS Response:

Code	Questions and Answers
	All components (mailbox servers, Blackberry servers, SMTP servers, network components, etc) of the CA.mail service employ redundancy. The DTS will be adding site redundancy within the next year.
Train	Q: What training should I plan for? DTS Response: • Outlook training for users can be done in-house or contracted out. • Exchange Customer Administration Tool (ECAT). AD experience is recommendedIt is free with the transition.
Tran	Q: Will DTS be able to support a transition or migration from either Groupwise or Lotus Notes? DTS Response: DTS will be able to transition or migrate Groupwise and Lotus Notes customers.